

Customer Inquiry:	Inquiries related to NCID activations and Production portal logins.		
Keywords:	Password, NCID, username, access, North Carolina Identity Management, portal, user authentication, EP101, EP102, EP201, EP202, EP203		
Overview:	The NCID username and password is necessary to access the portal. In order to use an NCID to login to the Production portal, the customer must complete the NCID account activation process.		
Remedy Classification:	Operational Categories:	Tier 1: Misdirected	Answer
		Tier 2: Inquiry	Question
		Tier 3: NCID	NCID
	Product Categories:	Tier 1: SAP System	
		Tier 2: Security	
		Tier 3: <i>Various</i>	
Escalation:	For further portal login related questions, BEST Representative should log a ticket and escalate it to the appropriate group: Tier 2 – NCID.		

Policy/Procedure Statement: N/A

Warnings/Important Information: N/A

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Portal Login Issues

User Authentication Failed (EP101)

Portal Error Message: "User Authentication Failed – EP101"

Description of Issue: The user receives this error message when they enter in an invalid NCID username. The user is either using the wrong username or did not register with NCID.

Resolution:

1. Have the user verify that they are using the correct username and password by logging into <https://ncid.nc.gov>
2. If the user does not know his username and password, or if the user can not successfully login to <https://ncid.nc.gov>, have the user contact their NCID administrator. The NCID Administrator varies from agency to agency.
3. If the user successfully logs into <https://ncid.nc.gov> but still fails to login to the Portal, create ticket and escalate to Tier 2 - NCID. Please include the following information when forwarding the ticket:
 - a. NCID username
 - b. Agency
 - c. First and Last name of user
 - d. Email address



User Authentication Failed (EP102)

Portal Error Message: "User Authentication Failed – EP102"

Description of the Issue: The user receives this error when their user id is not properly set up in SAP or when they are trying to access another Beacon portal other than the production Beacon portal.

Resolution:

1. Have the customer type the URL of the production Beacon portal (<https://mybeacon.nc.gov>) in their URL address bar and try logging into the portal.
2. If the above step does not work, create ticket and escalate to the Tier 2 – NCID support group to validate the SAP account. Please include the following information when forwarding the ticket:
 - a. NCID username
 - b. Agency
 - c. First and Last name of user
 - d. Email address



User Authentication Failed (EP201)

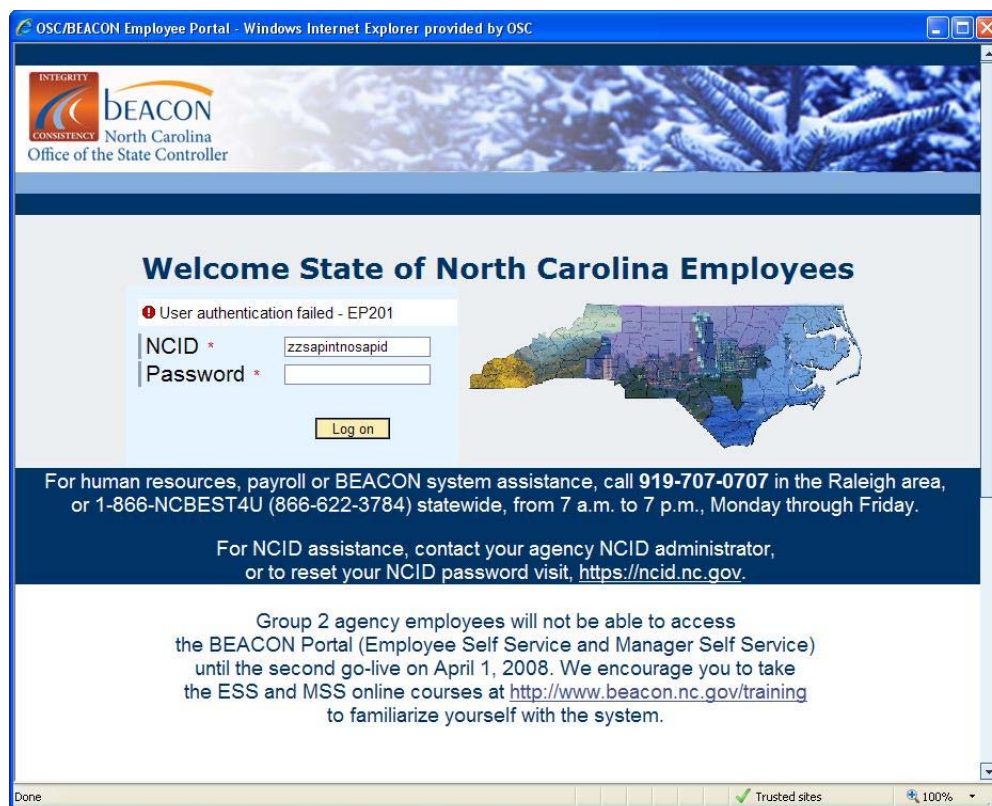
(**NOTE!!!** - Although the error code, EP201, is the same, if the error starts with “Activation Failure, please refer to the [Activation Failure](#) section.)

Portal Error Message: “User Authentication Failed – EP201”

Description: This error message is received when a user enters the wrong username or password when attempting to log into the portal.

Resolution:

1. Have the user verify that they are using the correct username and password by logging into <https://ncid.nc.gov>
2. If the user does not know his username and password, or if the user can not successfully login to <https://ncid.nc.gov>, have the user contact their NCID administrator. The NCID Administrator varies from agency to agency.
3. If the user successfully logs into <https://ncid.nc.gov> but still fails to login to the Portal, create ticket and escalate to Tier 2 - NCID. Please include the following information when forwarding the ticket:
 - a. NCID username
 - b. Agency
 - c. First and Last name of user
 - d. Email address



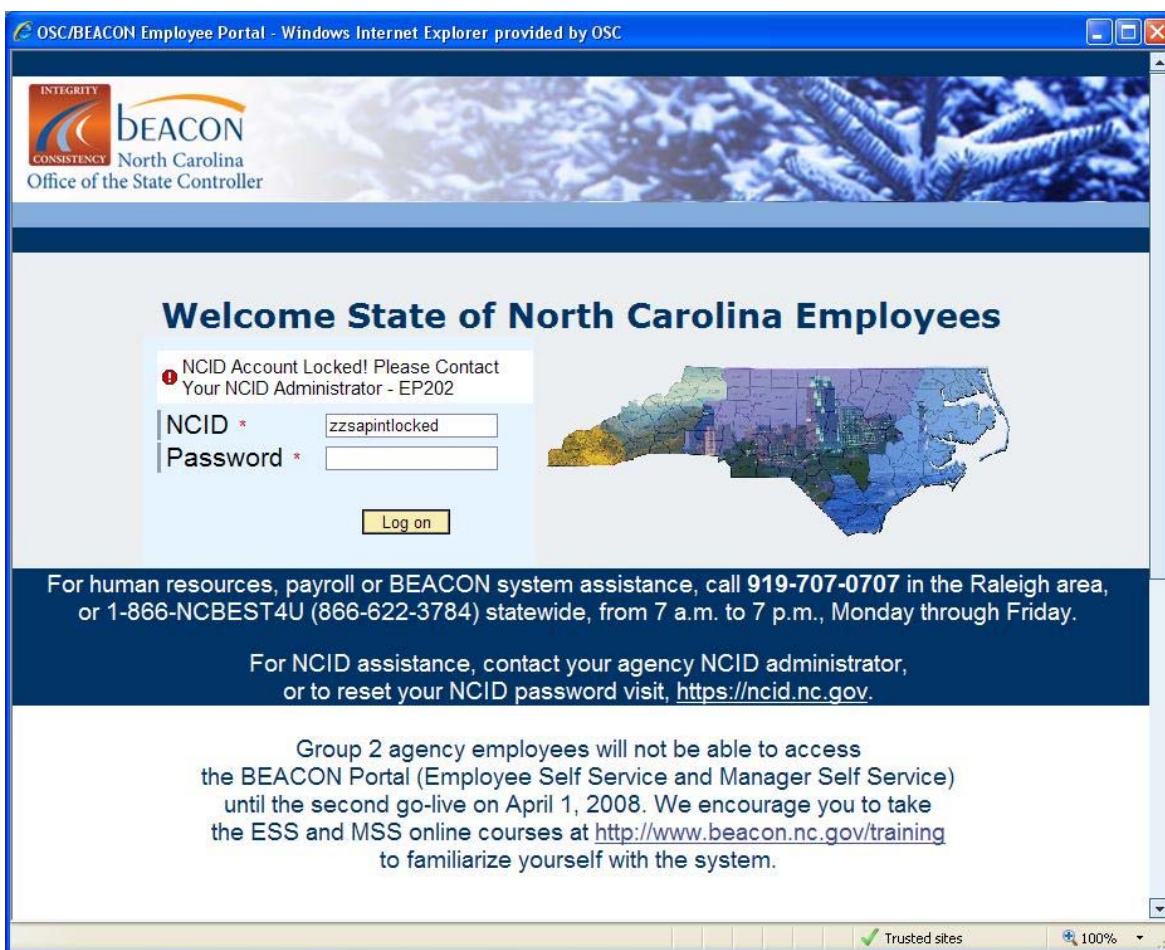
NCID Account Locked

Portal Error Message: "NCID Account is Locked! Please Contact Your NCID Administrator – EP202"

Description: The user receives this error message when their NCID account is locked.

Resolution:

1. The user will need to contact their NCID Administrator. The NCID Administrator varies from agency to agency.



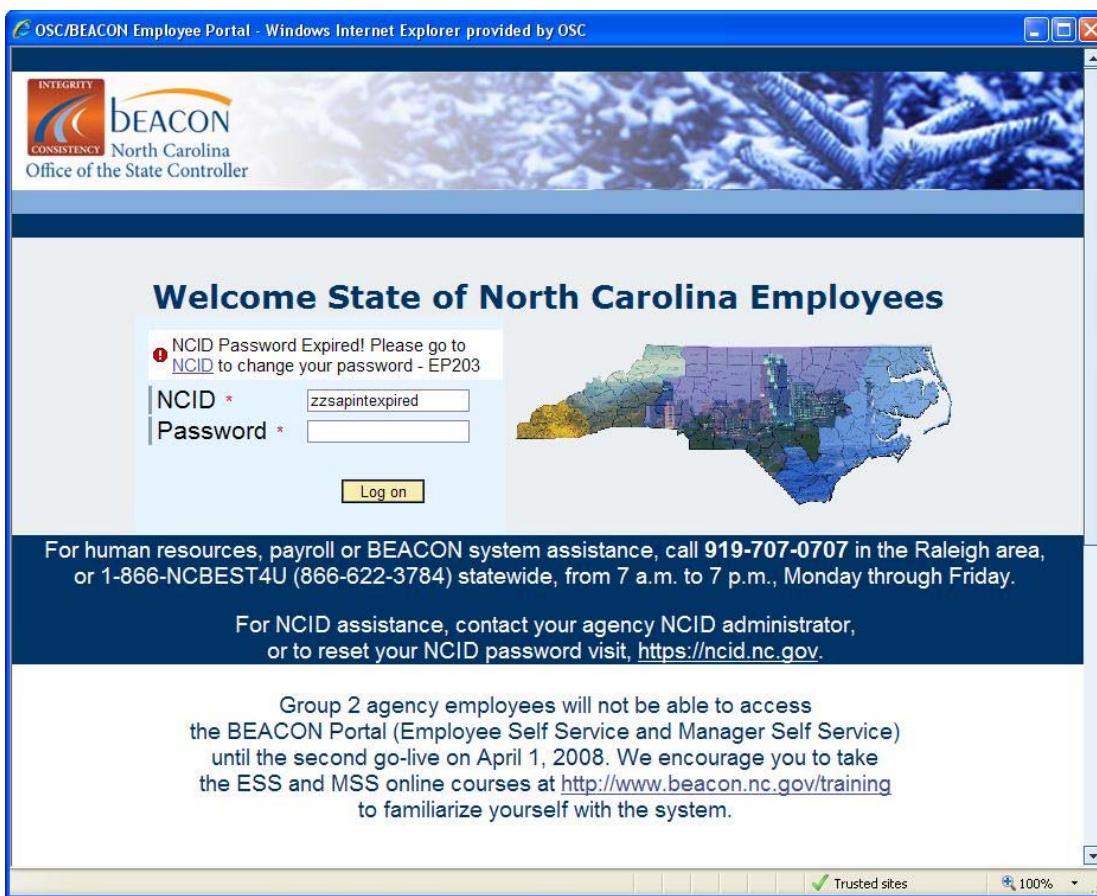
NCID Password Expired

Portal Error Message: "NCID Password Expired! Please go to NCID to change your password – EP203."

Description: The portal uses the NCID account for authentication. The user's NCID password has expired.

Resolution:

1. The user has to change their password. There are two ways to do this:
 - a. They can click the "NCID" link in the error message.
 - b. The user can go directly to <https://ncid.nc.gov>. To walk them through changing their password, see instructions for [Changing and Resetting an NCID Password](#) which are posted on the BEST Website.
 - c. If the user does not remember their original password, then they need to contact their NCID administrator. NCID Administrators vary from agency to agency.



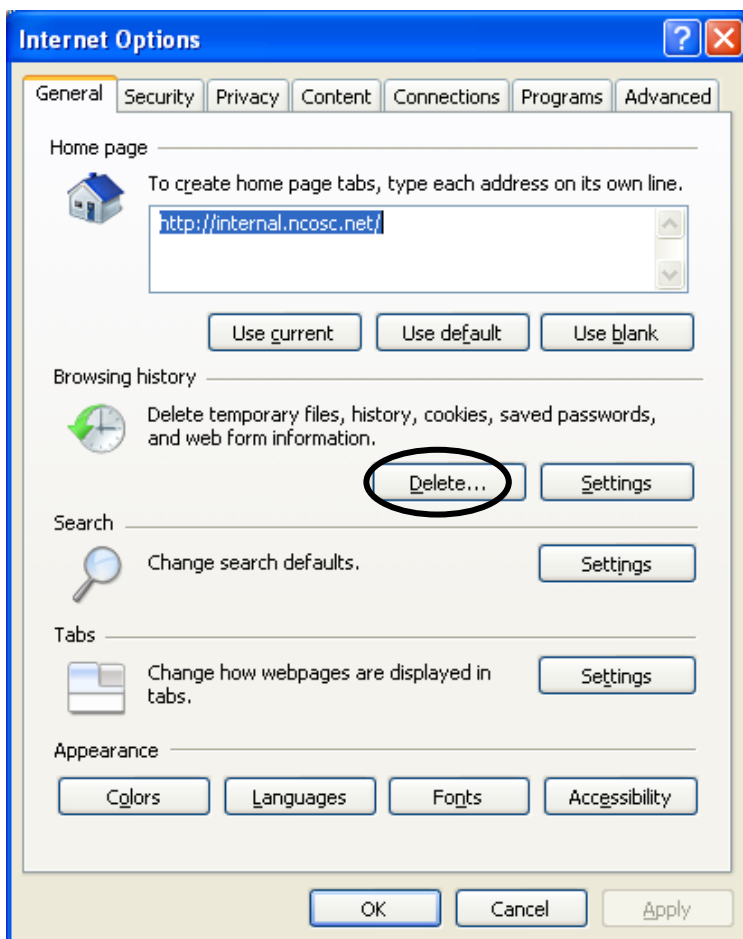
404 Page Not Found Error

Portal Error Message: 404 error: Page Not Found

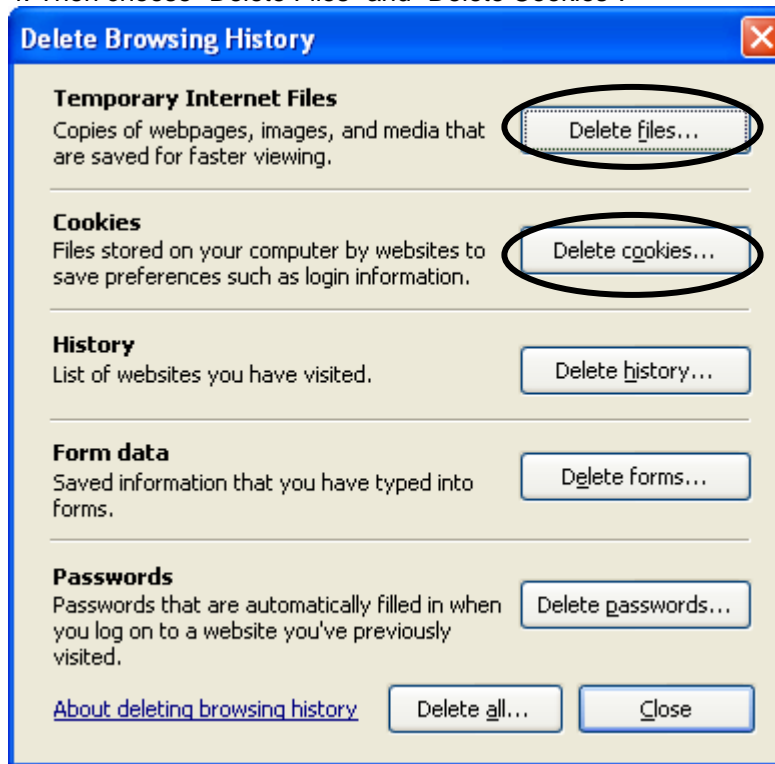
Description of Issue: The user receives this error message when the server could not find what was requested.

Resolution: If a customer is receiving a "404 Page Not Found" error. Tell them that the issue may have been fixed, but they will not see the fix until they clear their browser files and cookies. Here are the instructions to clear browser files and cookies:

1. In Internet explorer, go to the toolbar at the top and click on "Tools".
2. Under "Tools", choose "Internet Options".
3. Under "Internet Options", click on the "Delete" button under the "Browsing history" section

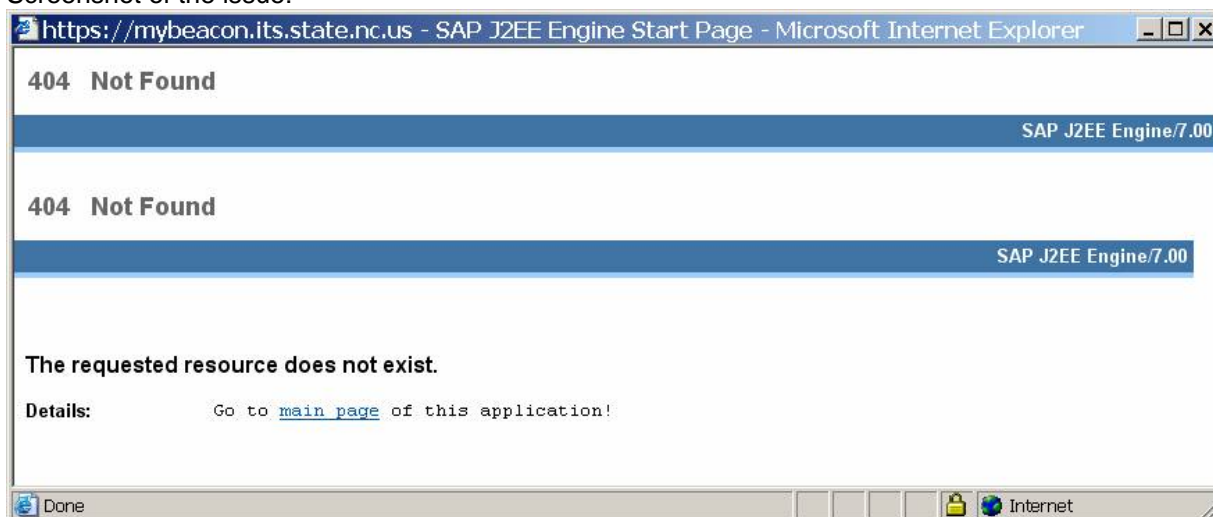


4. Then choose "Delete Files" and "Delete Cookies".



5. Ask the customer to close the browser and open a new one, and go to the Portal Page. .
If the problem is not fixed, create ticket and escalate to Tier 2- NCID.

Screenshot of the issue:



SAP Activation

SAP Activation Notification

Portal Error Message: "Success! You have successfully authenticated. Please click this link to go through a ONE-TIME process to activate your id now!" You will need to re-login after activation.

Description of Issue: The user needs to do a 1 time activation of their SAP ID. Once the activation process is complete, they will not have to do it again.

Resolution:

1. Have the user click on the link called "click this link" in the screenshot below and follow the instructions. They receive this message when they first logon to the portal.

Screenshot of Issue:



Activation Failure

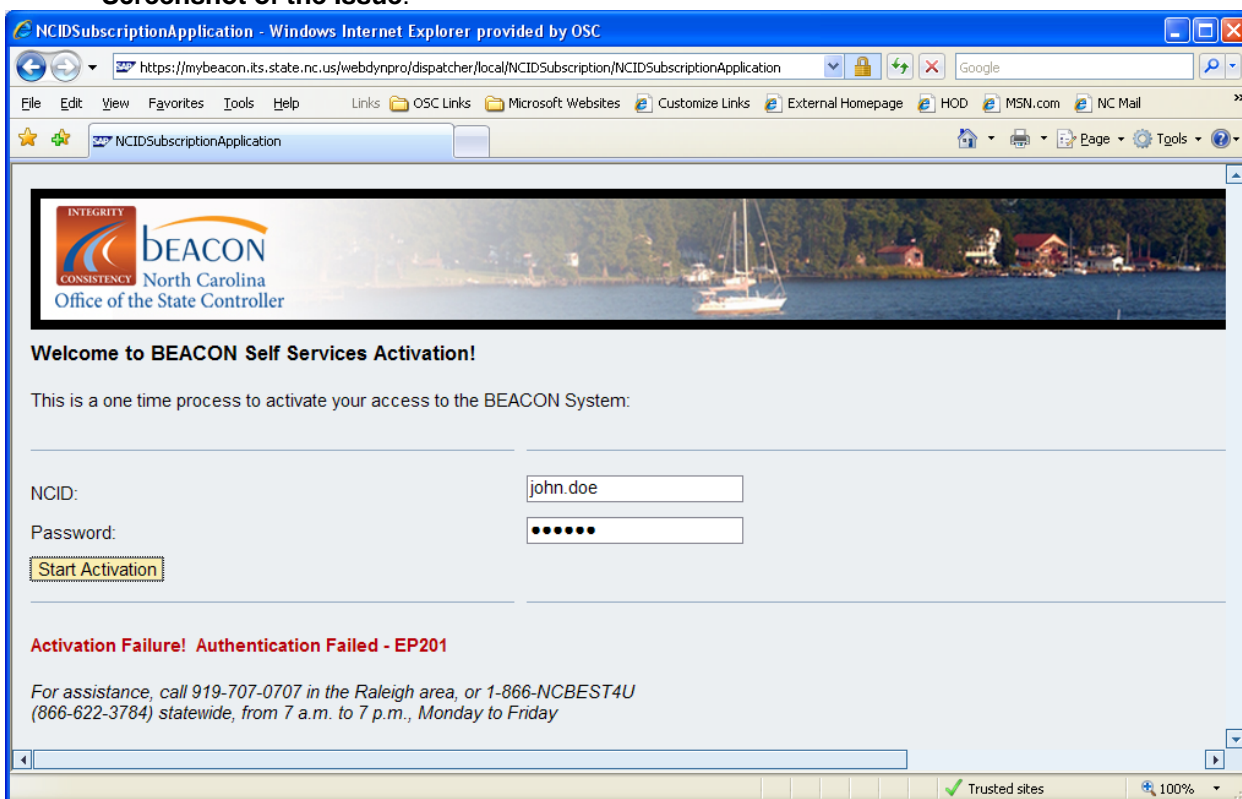
Portal Error Message: "Activation Failure! Authentication Failed"

Description: The user receives this error when they enter in the wrong NCID username / password on during the SAP Activation process.

Resolution:

1. Have the user enter in the same NCID username and password that they entered in the portal login page.
2. If the user fails to authenticate, create ticket and escalate to Tier 2 - NCID. Please include the following information when forwarding the ticket to the Portal team:
 - a. NCID username
 - b. Agency
 - c. First and Last name of user
 - d. Email address

Screenshot of the Issue:



NOTE!! – Please make sure to verify with the user that they are entering the last 5 digits of their SSN, not just the last 4.

Activation Failure – Employee Record not Found

Portal Error Message: “Activation Failure! Employee Record not Found!”

Description: The system does not recognize this person as an employee. This happens because certain personal information does not match up.

Resolution:

1. Validate the following three fields in SAP by asking the customer to confirm:
 - a. Last Name spelling. Verify the last name the customer sees on the Activation screen is spelled exactly the same as the last name in the HR system. Last name should NOT include any suffix, such Jr., Sr., III, etc.
 - b. Last 5 of Social Security Number
 - c. Birth Date
2. If the customer confirms that all three fields are correct and the data matches, then create a ticket and escalate to Tier 2 - NCID. Please include the following information when forwarding the ticket:
 - a. NCID username
 - b. Last 5 SSN
 - c. Date of birth
 - d. Agency
 - e. First and Last name of user
 - f. Email address
3. If the Birth Date or last 5 of SSN do NOT match, and the data is wrong in the HR system, direct customer to contact their Agency HR Administrator.
4. If the last name does NOT match, and the last name is wrong in the HR system, direct customer to contact their Agency HR Administrator.
5. If the last name does NOT match, and the last name is wrong on the customer's Activation Screen, direct customer to contact their Agency NCID Administrator.

Screenshot of the Activation Screen:

The screenshot shows a web browser window titled "NCIDSubscriptionApplication - Windows Internet Explorer provided by OSC". The address bar displays the URL: <https://mybeacon.its.state.nc.us/webdynpro/dispatcher/local/NCIDSubscription/NCIDSubscriptionApplication>. The page content is titled "BEACON Self Services Activation". It contains a form with the following fields: "Last Name:" with the value "Billingsley", "Date of Birth:" with the value "9/9/9999", and "Last 5 SSN:" with the value "99999". Below these fields is a "Submit" button. At the bottom of the form area, there is a line of text: "For assistance, call 919-707-0707 in the Raleigh area, or 1-866-NCBEST4U (866-622-3784) statewide, from 7 a.m. to 7 p.m., Monday to Friday". The browser's status bar at the bottom shows "Done", a green checkmark for "Trusted sites", and a zoom level of "100%".

Screenshot of the Error Message:

This screenshot shows the same web browser window as the previous one, but the page content displays an error. The title "BEACON Self Services Activation" is still present. Below it, a red error message reads: "Activation Failure! Employee Record Not Found." Below the error message is a "Try Again" button. The same assistance text is at the bottom: "For assistance, call 919-707-0707 in the Raleigh area, or 1-866-NCBEST4U (866-622-3784) statewide, from 7 a.m. to 7 p.m., Monday to Friday". The browser's status bar remains the same, showing "Done", "Trusted sites", and "100%".

Activation Failure – Employee Record Inuse By Another NCID

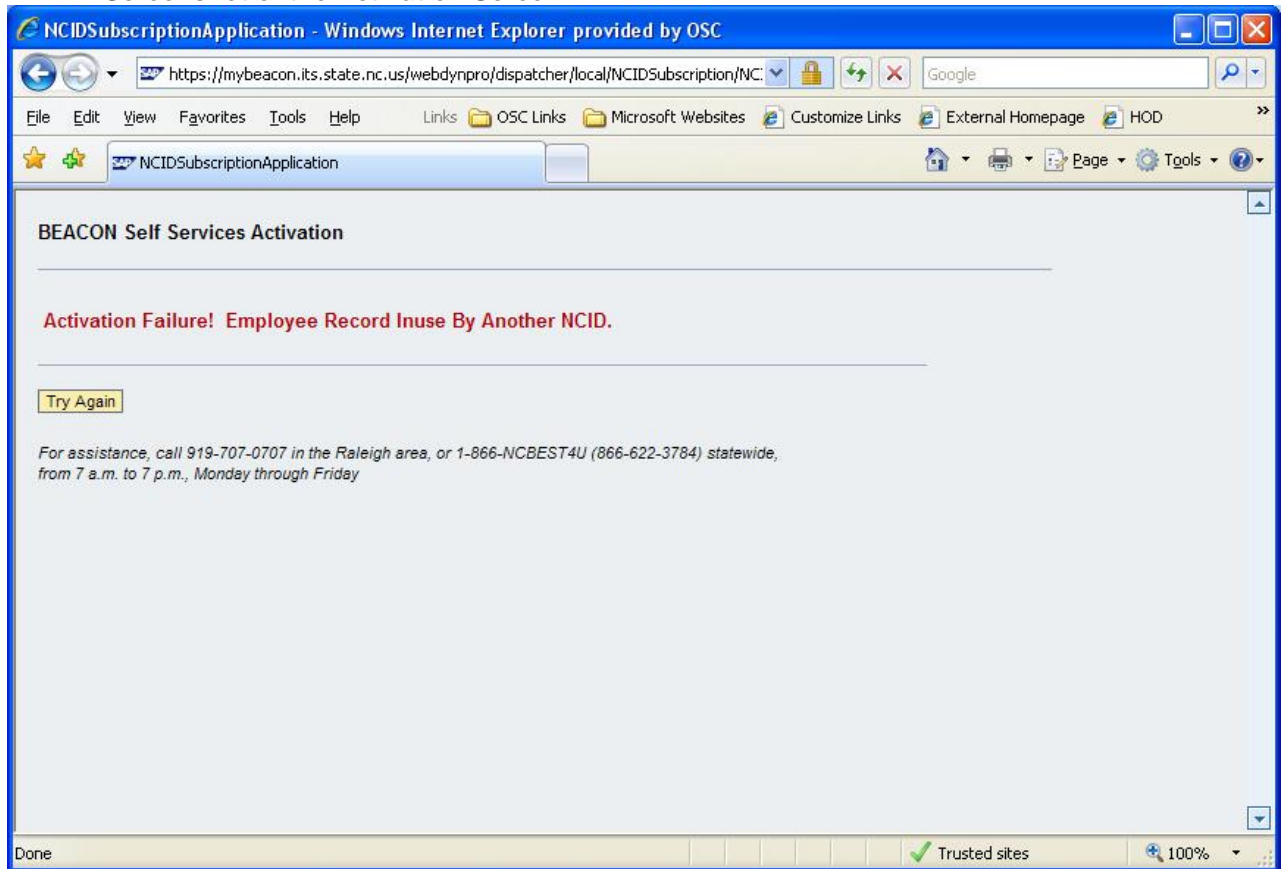
Portal Error Message: “Activation Failure! Employee Record Inuse By Another NCID.”

Description: The customer’s employee record is already associated with another NCID. This can happen when the employee has more than one NCID, and the employee has already activated his/her BEACON access with another NCID.

Resolution:

1. Tell the customer that they have multiple NCID Accounts. Direct the customer to contact their NCID administrator to determine which NCID account the customer will continue to use.

Screenshot of the Activation Screen:



SAP GUI

Invalid Login on SAPGUI

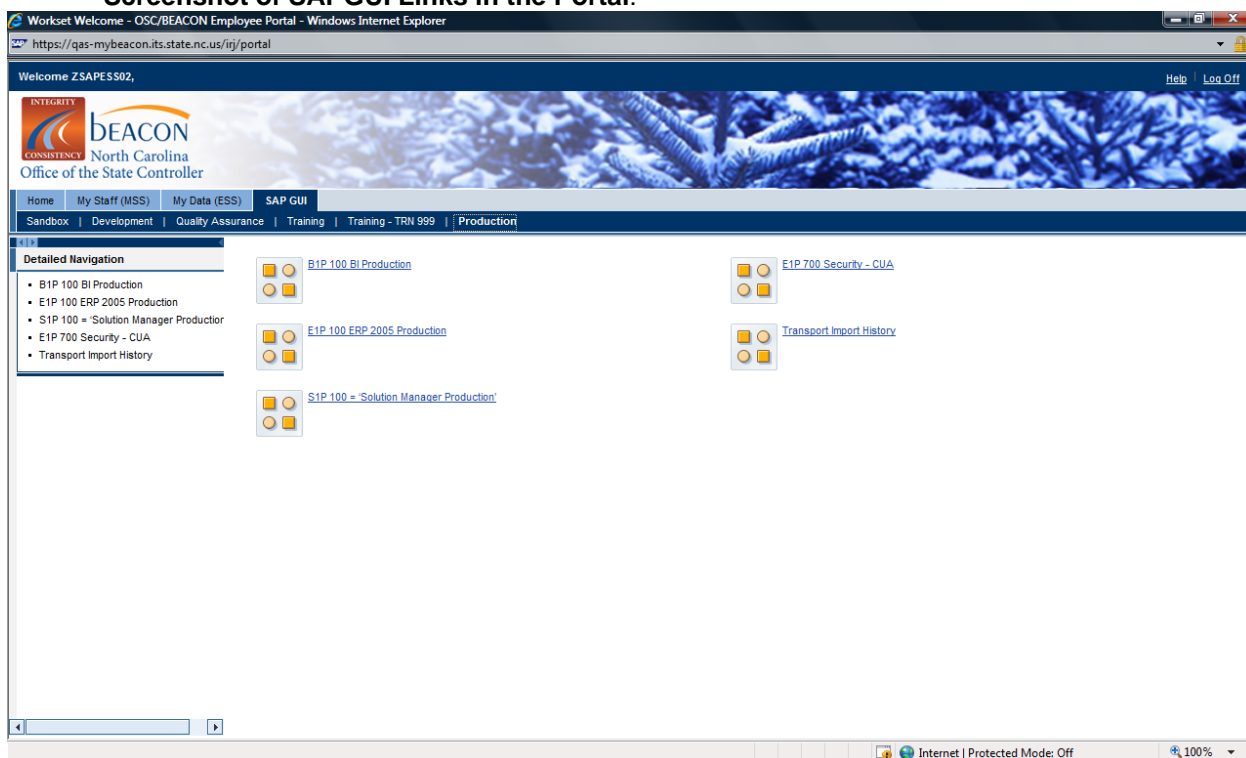
SAP GUI Error: Name or Password is incorrect (repeat login).

Description: When the customer clicks a SAP GUI link in the portal and that customer does not have a customer account in that particular system, they will receive this error message

Resolution:

1. If the customer believes they should have access to this particular system, they need to contact their manager.
2. If the customer knows they have already been granted access to this system, forward the ticket to the Beacon Security Team including the following info:
 - a. First and Last Name
 - b. Agency
 - c. NCID Username

Screenshot of SAPGUI Links in the Portal:



Screenshot of the Error:

The screenshot shows the SAP login interface. At the top, there is a menu bar with 'User', 'System', and 'Help'. Below the menu bar is a toolbar with various icons. The main area is titled 'SAP' and contains a 'New password' button. Below this, there are input fields for 'Client' (value: 100), 'User' (empty), 'Password' (masked with asterisks), and 'Language' (value: EN). At the bottom, there is a status bar with a red 'X' icon and the message 'Name or password is incorrect (repeat login)'. The status bar also displays 'B1P (1) 000', 'bb1pa03z', and 'INS'.

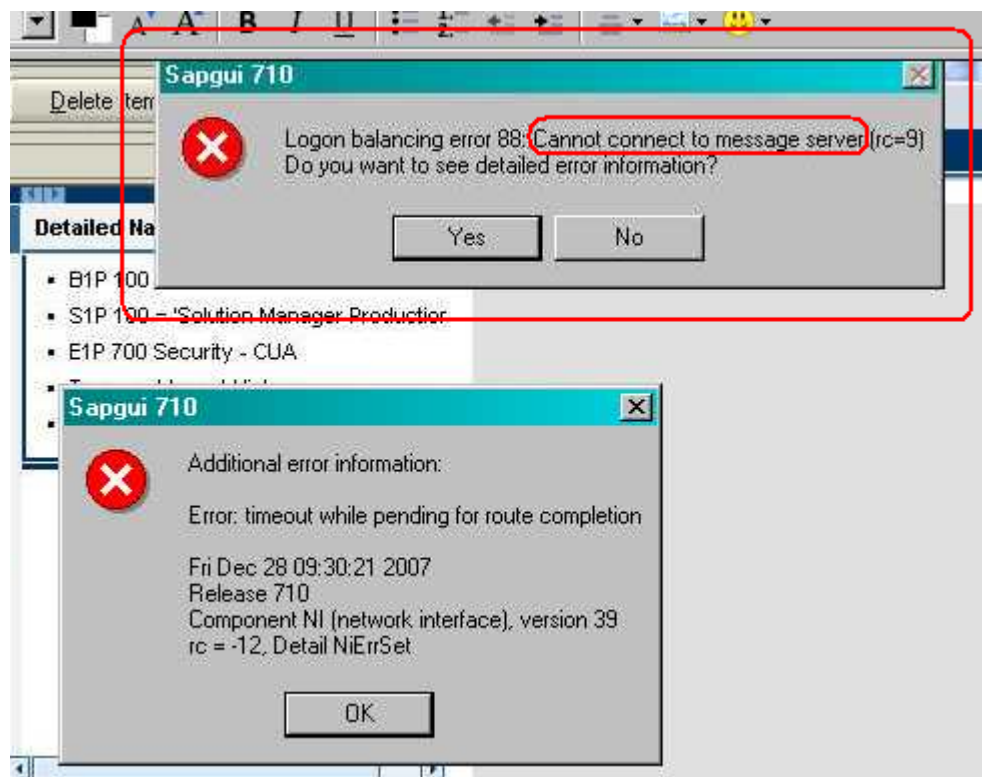
Load Balancing Error

Portal / SAP GUI Error Message: "Logon Balancing Error 88: Cannot connect to message server (rc=9)."

Description: When the customer clicks on a SAPGUI link in the portal, they receive this error message. It happens when the customer is not on the network. The portal can be accessed from the Internet, but to access the SAPGUI links in the portal, the customer needs to be on the state network or has to VPN into the network.

Resolution:

1. The customer needs to be within the state network.
2. If the customer is at home or a location that is not on the state network, then the customer has to VPN into the network.




SAP GUI Font Change

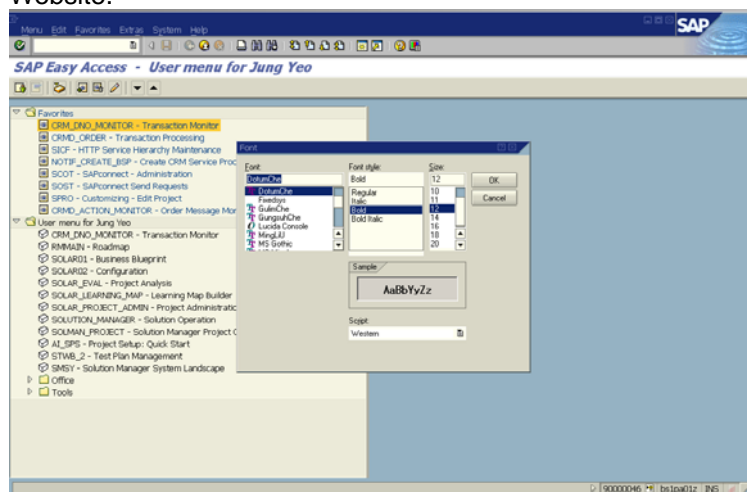
Portal Error Message: N/A

Description: Customer wants to change the font size in SAP GUI.

Resolution:

1. Log on to SAP GUI system through the portal.
2. Click on the icon  and choose 'Font (118N)'. You will get a pop-up window.
3. Choose the Font, Font Style, and Size and click OK.

Note: You may direct the customer to the [Font Size Change Instructions](#) posted on the BEST Website.



ESS / MSS

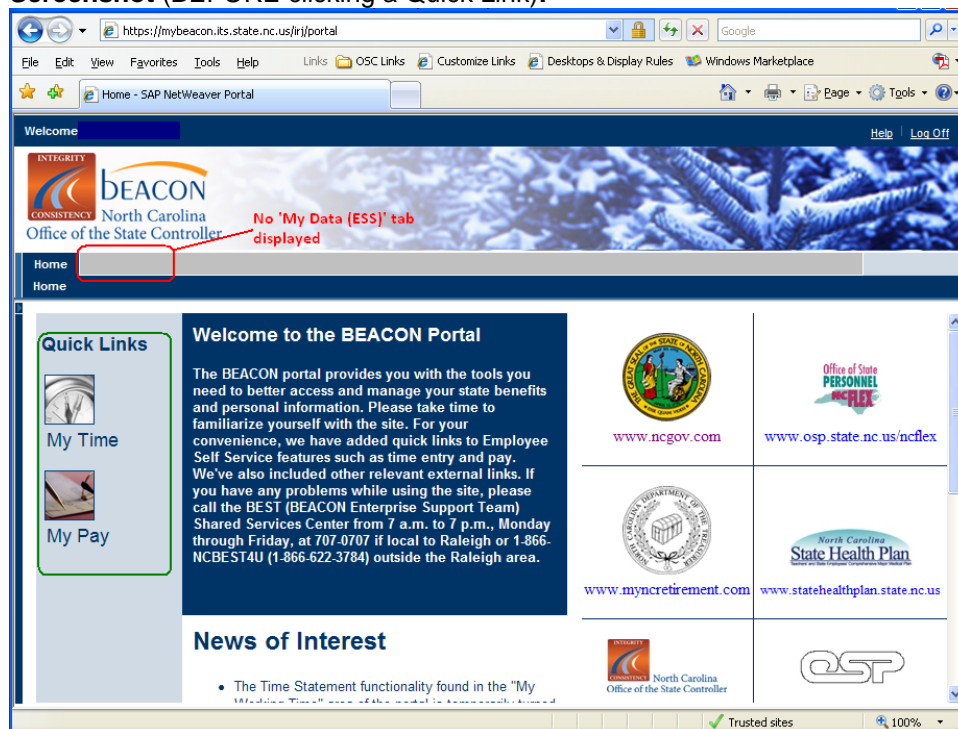
Page not found or not available

Portal Error Message: *Page not found or not available*

Description: This error message is displayed when either of the Quick Links (*My Time* or *My Pay*, located on the left side of the Home page) are clicked, but the **My Data (ESS)** role has not been assigned to the end-user's portal account.

Resolution: Forward the ticket to the "Tier 4 Security Production Support" queue to have the role added.

Screenshot (BEFORE clicking a Quick Link):



Screenshot (AFTER clicking a Quick Link):



Service is Locked Error

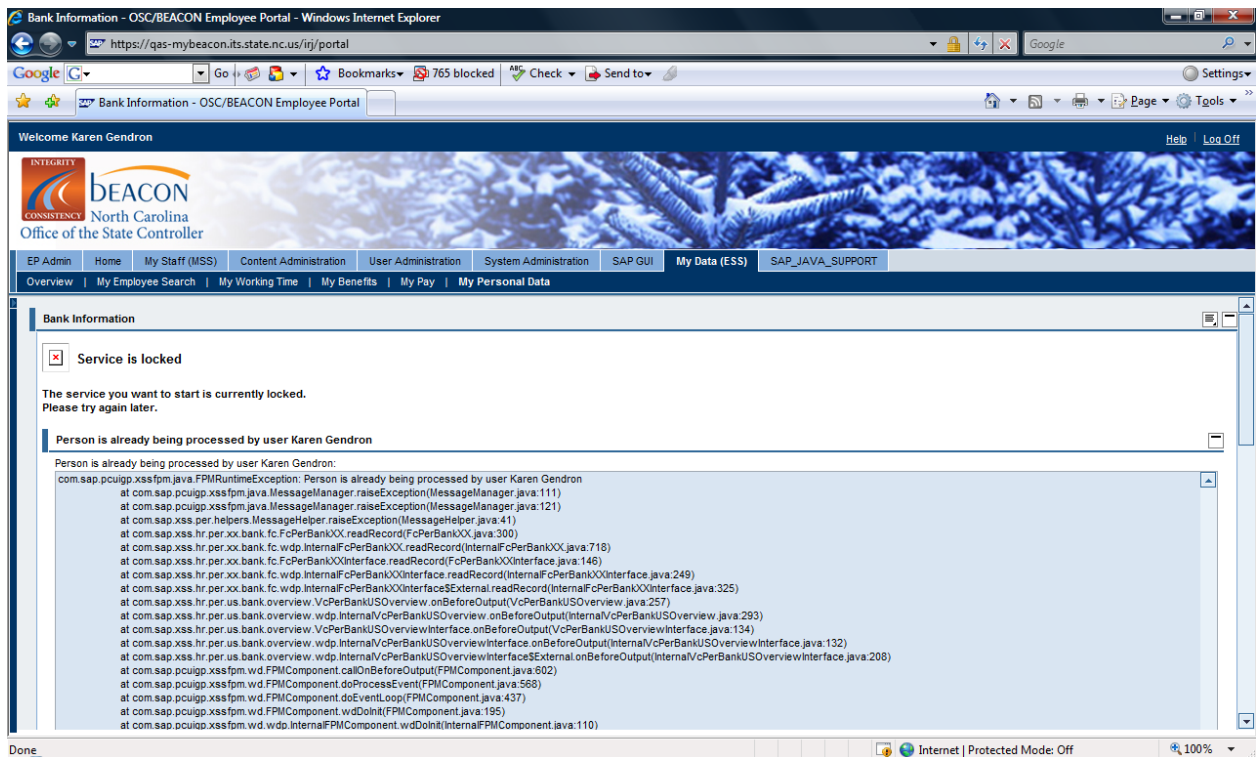
Portal Error Message: Service is Lock

Description: When the customer goes to click on a service, like Bank Information, they get this error message. It occurs because the customers account information is locked in the backend system because it is being updated.

Resolution:

1. Have the customer verify that they are not editing any information in another portal screen.
 - a. If so, have them go back to that window and exit.
 - b. If they are not editing their information in another window, then have them try again later. Most likely an HR Admin is editing their info or payroll is being run.

Screenshot of the Error:



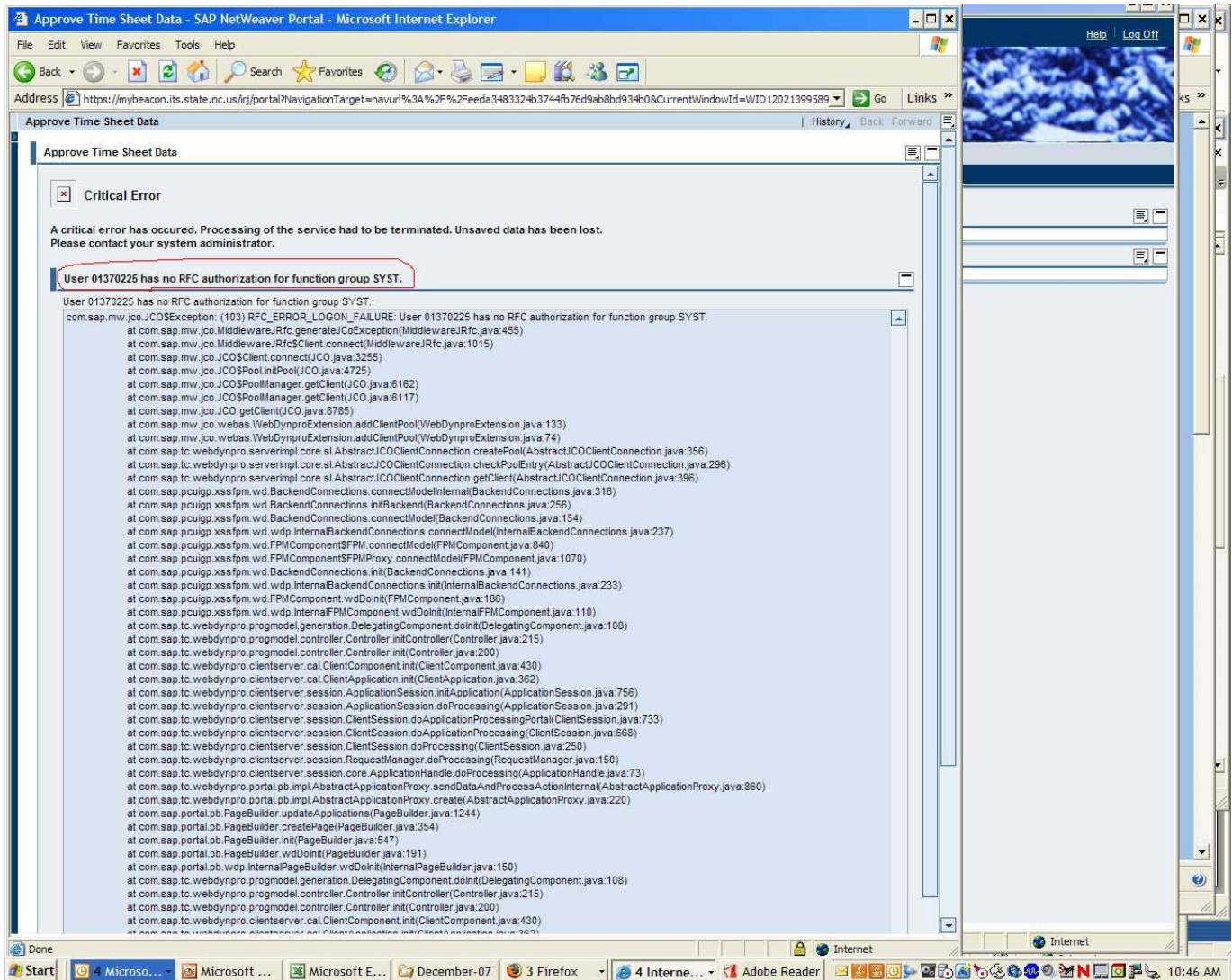
Critical error – User has No RFC Authorization Error

Portal Error Message: User has No RFC Authorization

Description: When the customer clicks on a service, like Approve Time Sheet or Employee General Info, the customer gets this error message. It occurs because the customers account requires authorization in the backend. This can sometimes happen when a customer transfers or changes position.

Resolution: Escalate the ticket to the Tier 4 - Security Production Support group

Screenshot of the Error:



ESS/MSS Font Change

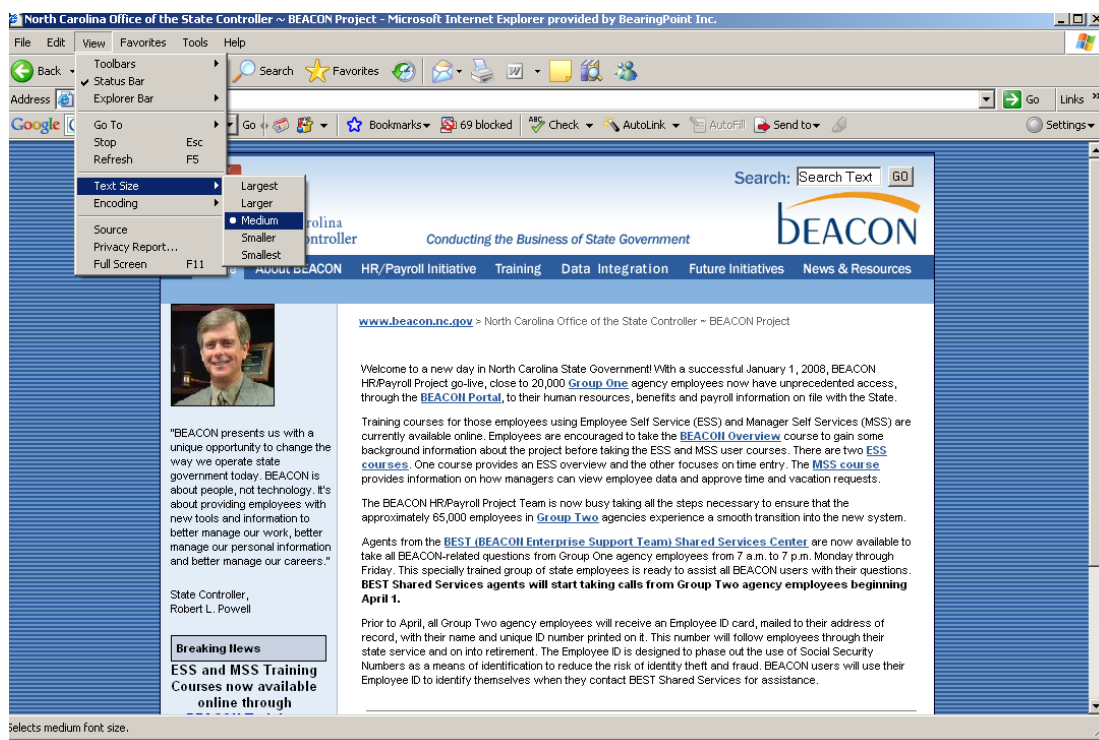
Portal Error Message: N/A

Description: Customer wants to change the font size on ESS/MSS.

Resolution:

1. Before logging into the BEACON portal, open your Internet Explorer browser.
2. Select 'View' from the toolbar.
4. Select 'Text Size'.
5. Choose a different size, the default is usually 'Medium'.
6. Proceed to login to the BEACON Portal <<https://mybeacon.nc.gov>>.

Note: You may direct the customer to the [Font Size Change Instructions](#) posted on the BEST Website.



Log Out

Log Out Error

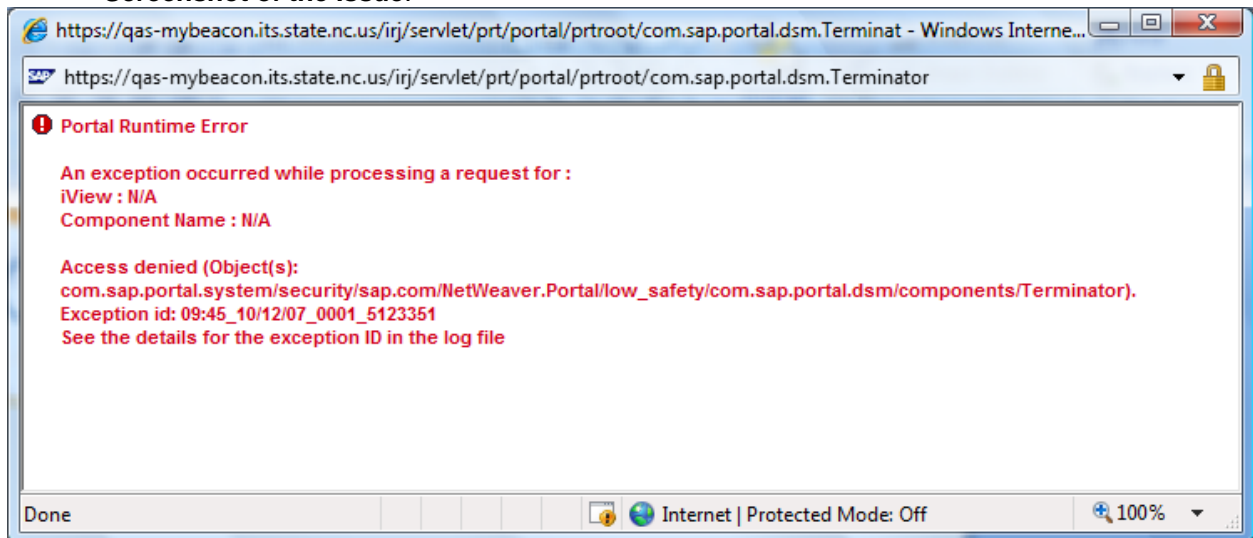
Portal Error Message: “ ! Portal Runtime Error”

Description of Issue: When the customer goes to click on the “Log Out” link in the portal, they receive the error message above in a pop-up window.

Resolution:

1. This should not happen often, but if the user receives this message, they can ignore the message and close the window.

Screenshot of the Issue:



Reference Material:

Material	Source	Location
NCID System	NCID System website	https://ncid.nc.gov

Change History

This document is owned by the BEACON Portal team. They are responsible for revisions to this document.

Date	Name	Change Description and Justification
01/09/08	Dorie Kehoe	Added link from 201 error to activation failure error. Added additional information around activation failure.
01/11/08	Dorie Kehoe	Marcus added step to 102 error. I added link to Change NCID password job aid.
02/04/08	Sabina Hutchinson	Added instructions for 'User has No RFC Authorization Error'.
02/06/08	Sabina Hutchinson	Added links to the BEST Website NCID and Font Change instructions.
02/18/08	Sabina Hutchinson	Added instructions for 'Page Not Found/Not Available' error.